

Pre-work:

EQ

Nice to meet you!

Libby Spears: Speaker, Educator, Rule Breaker.



PRE WORK

Before we meet, you will complete this pre-work to get ready.

1. Click through the slide presentation and get familiar with EQ
2. Watch my overview of EQ video (You will be emailed the link)
3. Watch THREE TED presentations and answer questions (details are in the slide show)
4. Complete YOUR EQ Profile (You will be emailed the link)

LET'S GET STARTED!

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This slide show is designed to introduce you to the concept of emotional intelligence (EQ) and why it matters in our study of success. EQ is one of the most studied constructs over the last fifteen years so where should we begin?

A photograph of Daniel Goleman, a man with grey hair and glasses, wearing a red sweater over a blue collared shirt and jeans. He is gesturing with both hands while speaking on a stage. The background is a blue screen with some faint, colorful geometric shapes.

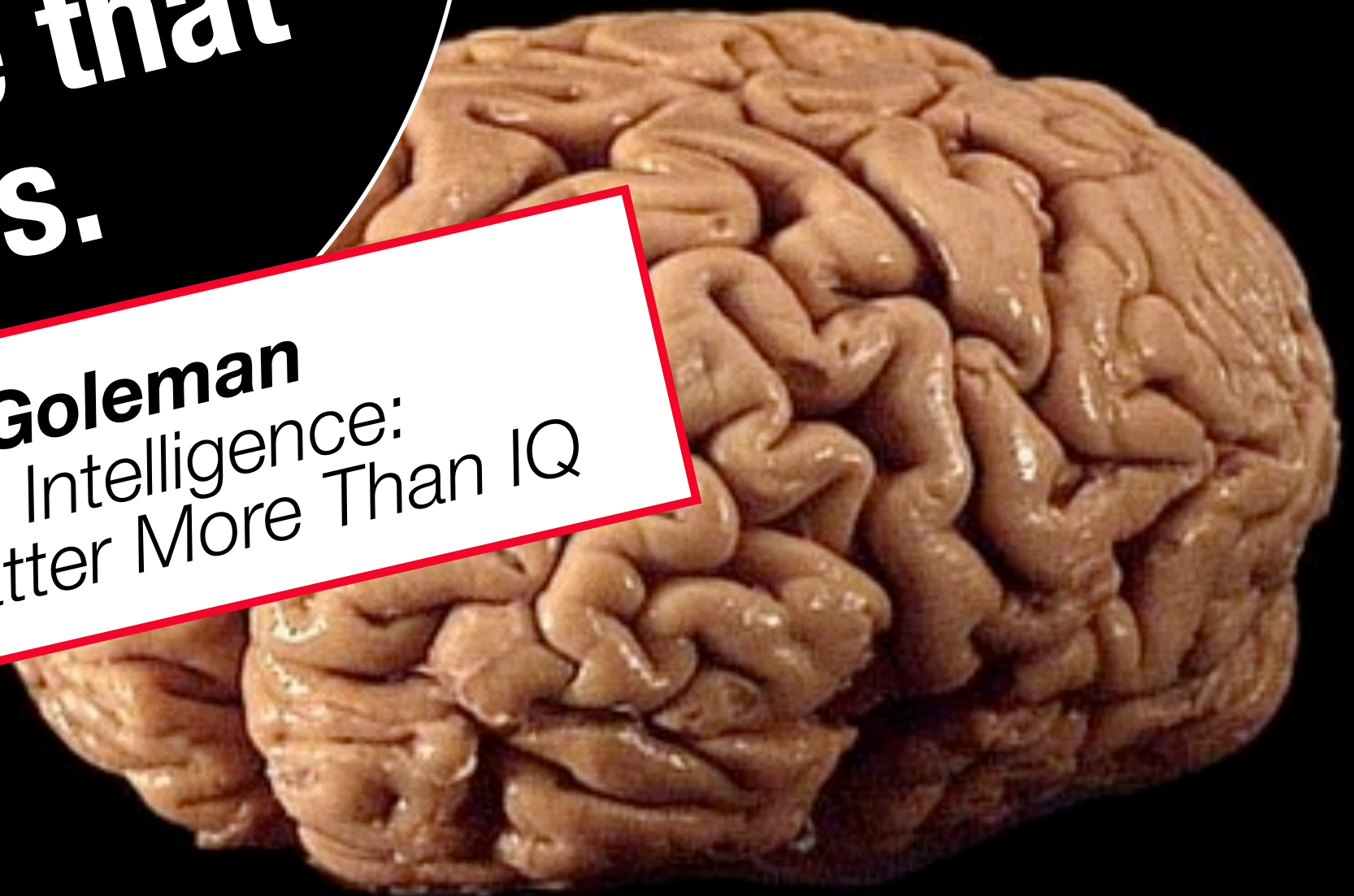
START WITH THIS GUY

Regarded as the “father” of EQ
From his website:

Daniel Goleman is an internationally known psychologist who lectures frequently to professional groups, business audiences, and on college campuses. As a science journalist Goleman reported on the brain and behavioral sciences for The New York Times for many years. His 1995 book, *Emotional Intelligence* was on The New York Times bestseller list.

In a very real
sense we have
two minds,
one that thinks
and one that
feels.

Daniel Goleman
Emotional Intelligence:
Why It Can Matter More Than IQ





Can long term
success personally
and professionally
be measured and
understood?

Answer: YES

How: Emotional Intelligence (EQ)

Defined: "the subset of social intelligence that involves the **ability to monitor** one's own and others' feelings and emotions, **to discriminate** among them and to use this information to **guide one's thinking and actions**" Salovey and Mayer

EQ

matters
(a lot)

Research among leaders at IBM, Pepsi-Co, and Volvo found that ***intellectual or technical superiority played no role in leadership success*** (Hay/McBer study).

EQ matters (a lot)

“The data suggest that finding people who have these abilities (emotional competencies) or nurturing them in existing employees

adds tremendous value to an organization’s bottom line.

How much? McCarthy’s (star performer/Nordstrom’s) annual sales of over \$1 million compare with an industry average of around \$80,000” (Daniel Goleman, Working with Emotional Intelligence).

EQ matters (a lot)

As the complexity of a job increases, ***the economic value of an emotionally intelligent employee goes up exponentially***

(John Hunter, Michigan State U & Frank Schmidt and Michael Judiesch, U of Iowa).

EQ

matters
(a lot)

***Emotional
competencies that
produced the greatest
measure of success***
at Pepsi-Co included initiative,
achievement drive, adaptability;
influence, team leadership,
political awareness; empathy,
self-confidence, developing
others (Hay/McBer study).

EQ

matters

(a lot)

A landmark study of executives who derailed found that the two most common traits of those who failed included — ***rigidity*** (unable to adapt their style to changes in the organizational culture, or they were unable to take in or respond to feedback about traits they needed to change or improve. They couldn't listen or learn) and ***poor relationships*** (the single most frequently mentioned factor: being too harshly critical).

WOW

EQ then determines long term success in life both personally and professionally. Good.

But... what does it mean to have a HIGH level of emotional intelligence?

Glad you asked.

There are FIVE areas measured to determine the degree to which one is/is not emotionally intelligent. ***These are:***



Self
Awareness




Self Awareness

Recognize & Name Emotions, Understands the EFFECT you have on others

- SELF CONFIDENT**
- REALISTIC**
- SELF DEPRECATING**



*Self
Regulation*



Control Impulses,
Moods, Suspend
Judgment, Think before
Acting

**TRUSTWORTHY
COMFORT WITH
AMBIGUITY
OPEN TO CHANGE**

*Self
Regulation*

Motivation





Intrinsically driven,
pursues goals with
energy and persistence

**STRONG DESIRE
TO ACHIEVE
OPTIMISTIC
COMMITTED**



Empathy



Empathy

Understand the emotional make up of others, put yourself in their place

**EXPERTS AT
BUILDING TALENT
SERVICE MIND
SET**





Social Skill



Social Skill

Manage Relationships,
Build Networks &
Rapport

**LEAD CHANGE
PERSUADE
SELL & INSPIRE
BUILD TEAMS**

OK

YOU:

“I am beginning to understand what EQ means. But I am not sure I buy into the premise that it is SOOOO important. Prove it”

ME:

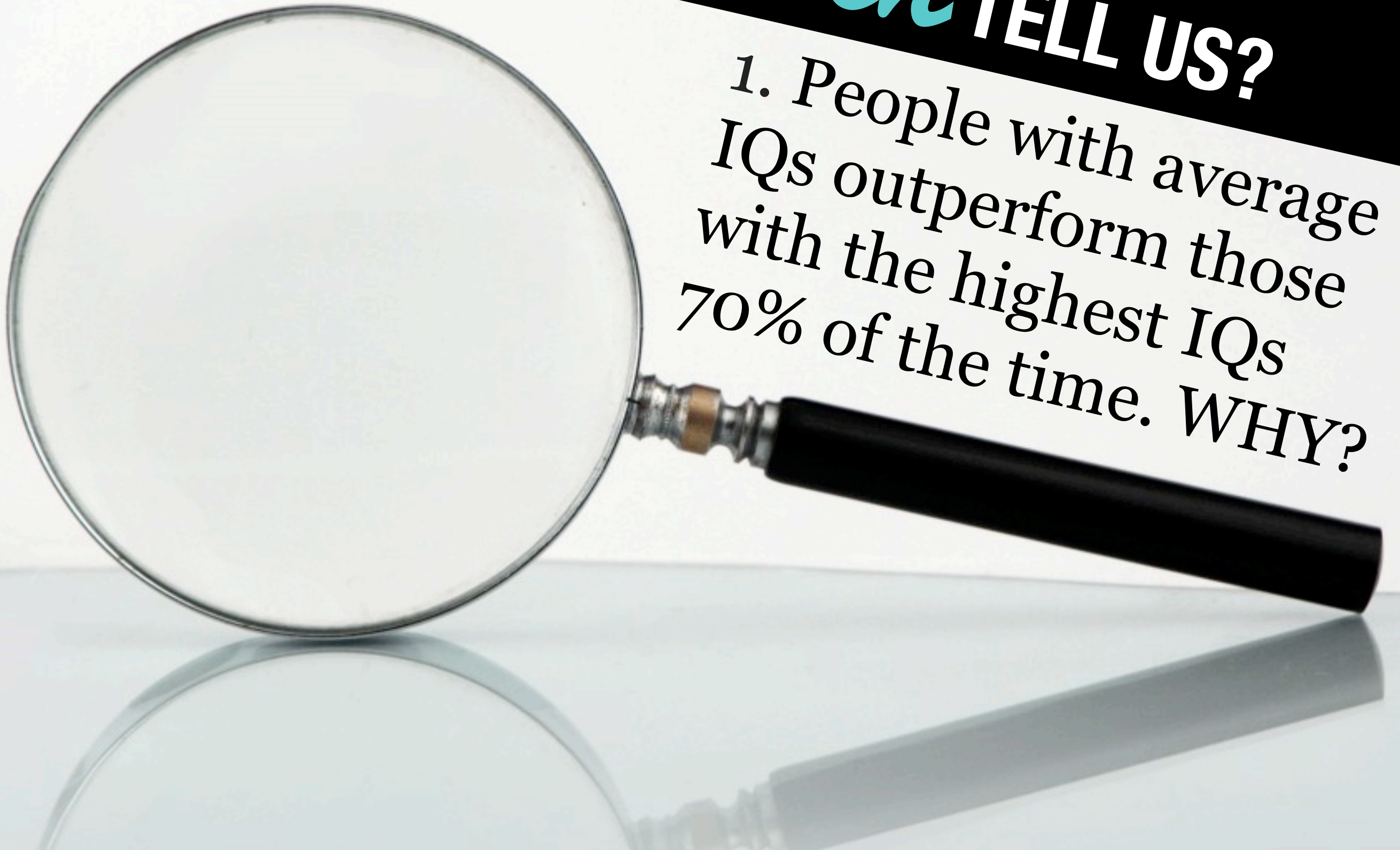
“Gladly. EQ is one of the most researched constructs of the last fifteen years and has a body of science backing it up.”

WHAT DOES THE
Research TELL US?



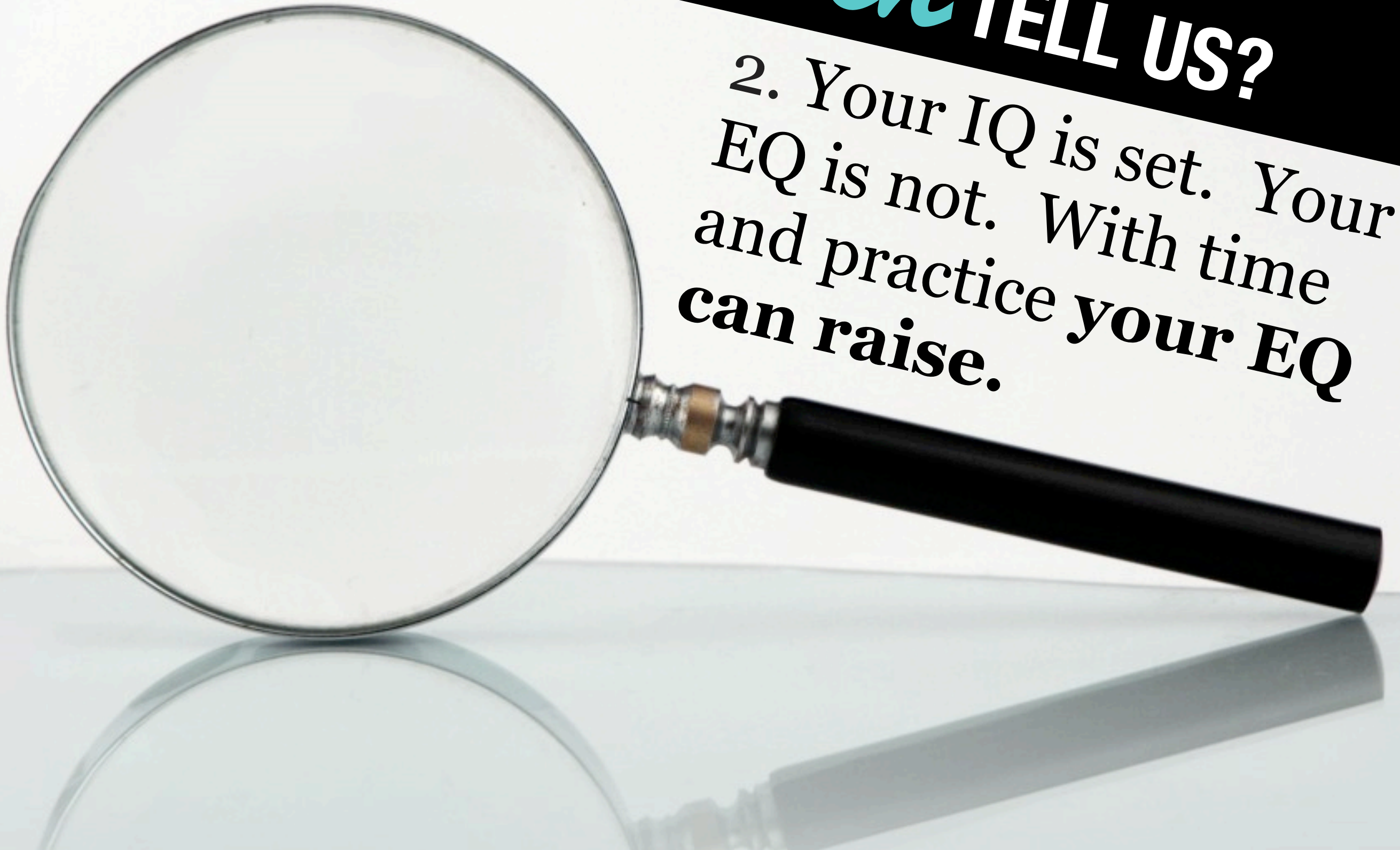
WHAT DOES THE *Research* TELL US?

1. People with average IQs outperform those with the highest IQs 70% of the time. WHY?



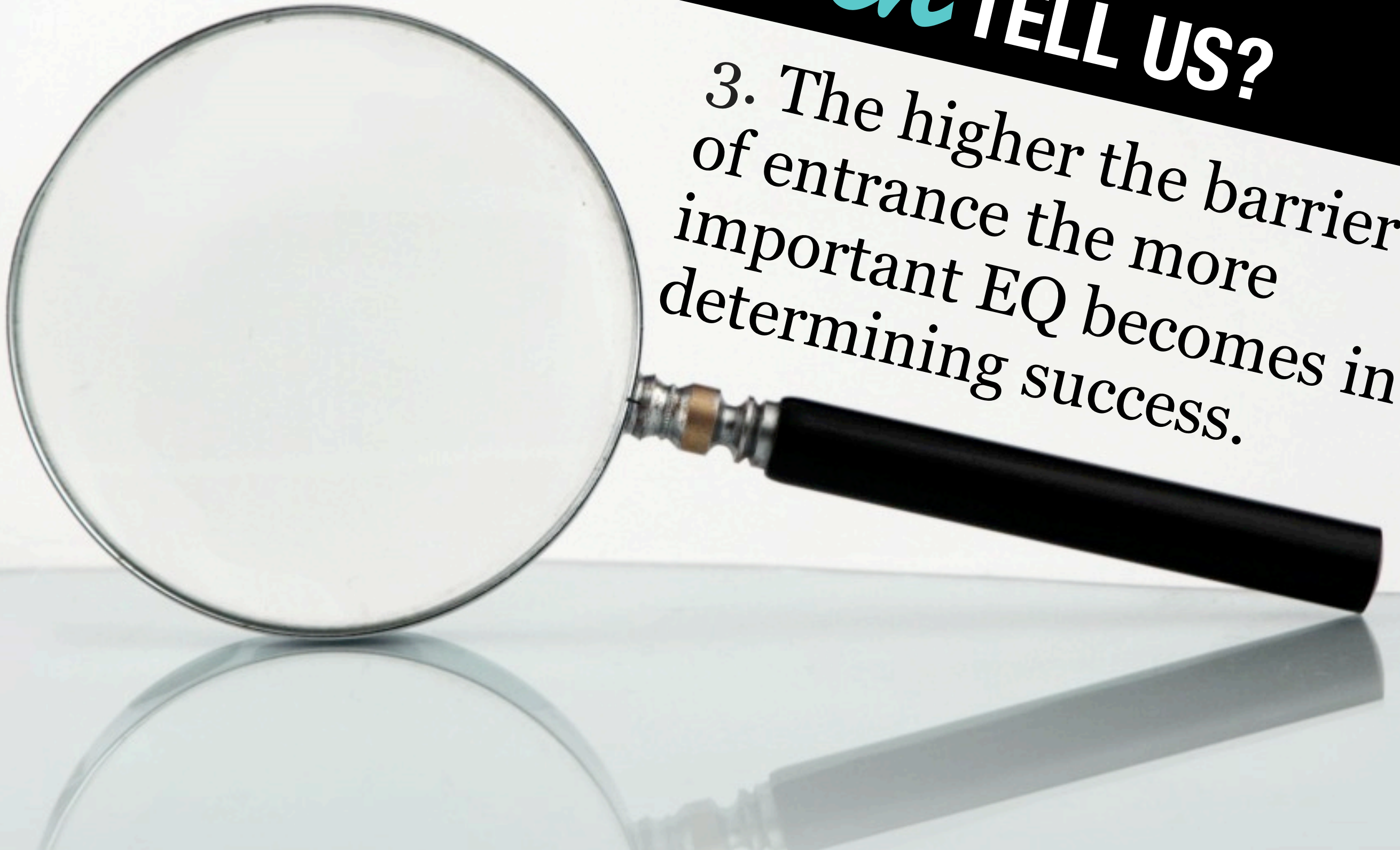
WHAT DOES THE *Research* TELL US?

2. Your IQ is set. Your EQ is not. With time and practice **your EQ can raise.**



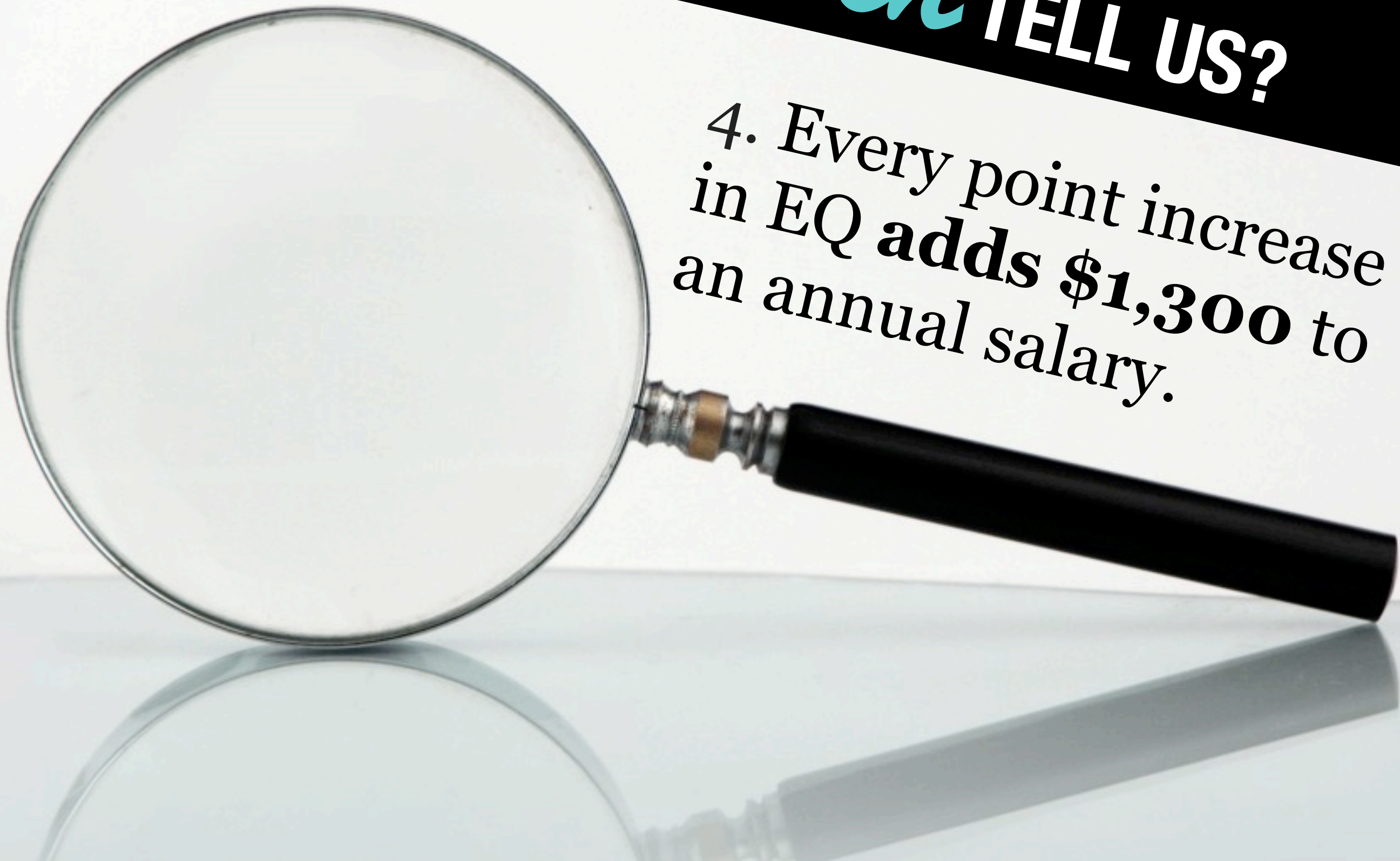
WHAT DOES THE *Research* TELL US?

3. The higher the barrier of entrance the more important EQ becomes in determining success.



WHAT DOES THE *Research* TELL US?

4. Every point increase in EQ **adds \$1,300** to an annual salary.



WHAT DOES THE *Research* TELL US?

5. A longitudinal research study of 29 physicians over a 3 year period successfully quantified a relationship between **empathy** and **positive treatment outcome**.

LET'S ASK TED

To illustrate a few concepts around a high EQ, you are going to watch THREE TED talks at www.ted.com Keyword search for each talk and then watch. We will discuss these TED talks at length in our workshop. Take good notes and bring them with you!

SIMON SINEK

How Great
Leaders
Inspire Action

As you watch Sinek's presentation ***connect the dots*** between his talk about leadership and what you have learned about EQ.

1. How does the GOLDEN CIRCLE illustrate what it means to be emotionally intelligent?
2. Sinek focuses on Apple as an example of a great leader. Looking at the FIVE competencies of EQ, how is Apple a HIGH EQ company?
3. What is our LIMBIC brain? Why is it important for someone who wants to be emotionally intelligent?
4. Think of an example of thinking "from the inside out" based on Sinek's explanation.
5. How does the example of the Wright brothers illustrate and confirm the research on EQ you learned in the slide show?
6. Are innovators and early adopters worth studying to learn more about emotional intelligence? Why?

DANIEL GOLEMAN

Why aren't we more
compassionate?

As you watch Goleman's presentation **connect the dots** between his talk about leadership and what you have learned about EQ.

1. "Our focus is in the wrong direction"
2. Our default wiring is to help yet all too often we don't help, feel compassion, empathize. WHY?
3. How does being pre-occupied get in the way of your own emotional intelligence?
4. What are a few ideas to move away from being self absorbed to being focused on others?
5. What can we learn about emotional intelligence from looking at dating?
6. "The human moment" What does this consist of and why is it important to being emotionally intelligent.
7. How often are you "pizzled" in today's world?

MARGARET HEFFERNAN

Dare to Disagree

As you watch Heffernan's presentation **connect the dots** between his talk about leadership and what you have learned about EQ.

1. How is the story of Alice an interesting illustration of emotional intelligence? Why?
2. I love the relationship between Alice and George. I think it teaches us a lot about emotional intelligence. What can we learn from them?
3. Why are “echo chambers” dangerous to our collective emotional intelligence?
4. “We must resist the neurological drive to prefer people just like ourselves. And we must find ways to engage with them” How does this relate to emotional intelligence.
5. “How do organizations think?” Heffernan asserts that too many people are worried and afraid to raise important issues. What are the consequences of this thinking/mindset?

**I will see
you soon!**

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